



**conEdison**

[www.conEd.com](http://www.conEd.com)

# **WELCOME TO CON EDISON!**



**A GUIDE TO OUR PROGRAMS AND SERVICES**



## **Con Edison is Here to Serve!**

*Con Edison is committed to delivering the energy your home or business needs reliably and safely.*

*We know you will have questions. The quickest way to get answers is to visit **conEd.com**. You'll find a wealth of information, ranging from interactive pages that help you understand your bill, to ways to help you save energy and money, and detailed information about any of the services listed in this brochure.*



## **Your Rights and Responsibilities**

Our customers have rights and responsibilities, and once a year we send a brochure that outlines exactly what they are. You'll also find the rights and responsibilities documents at [conEd.com](http://conEd.com).

## **Billing/Payment Plans: Choose One That's Right for You**

Con Edison offers a variety of billing and payment options that are fast, convenient, secure, and help you better manage energy costs while protecting the environment. With our paperless e\*bill, we send you an e-mail that lets you view and pay your bill electronically. Our Direct Payment Plan lets us automatically and electronically transfer payment from your checking or savings account. You can also pay your bill via the Internet, by phone, or through online banking. We also offer the option of leveling your payments throughout the year to make paying your bill easier.

## **Special Services**

We recognize that senior citizens and people with disabilities may need special attention. That's why we offer a variety of services that make life a bit easier for the elderly, visually or hearing-impaired, or customers with permanent disabilities. See options 12-14 in the list on the following pages.



## **Information via the Phone**

Our Welcome Line, 1-866-64-CONED (1-866-642-6633) is another way you can quickly access information. Use the following list of menu options to connect directly to the information you want.

- ***Energy-efficiency tips and programs including PowerYourWay***

Learn how to save energy and money...  
PRESS 1.

- ***e\*bill***

A paperless way to pay online... PRESS 2.

- ***Direct Payment Plan***

Pay automatically, directly from your bank account... PRESS 3.

- ***Pay by Internet***

Visit **conEd.com**, log in with your account number... PRESS 4.

- ***Pay by phone***

All you need is a touch-tone phone...  
PRESS 5.

- ***Pay by mail or in person***


Find out how...PRESS 6.

- ***Level Payment Plan***

Spread your payments evenly all year...  
PRESS 7.

- ***Can't pay your bill on time?***

Find out about extensions or payment agreements... PRESS 8.

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- ***Understanding your bill***  
Your bill contains a lot of useful information... PRESS 9.
  - ***Add-a-Dollar for EnergyShare***  
Find out about donating \$1 to the EnergyShare fund...PRESS 10.
  - ***Life-Sustaining Equipment Program***  
We need to know if you or someone you know uses this equipment... PRESS 11.
  - ***Services for seniors***  
Hear about our special programs... PRESS 12.
  - ***Customers with special needs***  
Services are available for people with disabilities...PRESS 13.
  - ***Enlarged/Braille bills and services for the hearing impaired***  
Find out more... PRESS 14.
  - ***Prefer Spanish?***  
We can send bill messages and literature in Spanish... PRESS 15.
  - ***When we read your meter***  
Avoid estimated bills... PRESS 16.
  - ***Landlords and managing agents***  
If you have applied for service for rental purposes... PRESS 17.



## Report Power Problems

If you experience a problem with your electricity — an outage or partial, flickering, or dim lights — let us know by visiting **conEd.com** or calling 1-800-75-CONED (1-800-752-6633). If you use the Web, we will need your account number or the telephone number associated with your account.


## What to do if You Smell Gas

Gas has a strong odor, similar to rotten eggs. If you smell gas, or see mist or hear hissing, you should leave the area, and take others with you. Don't use a home phone or cell phone, turn on or off lights, or use a lighter. Any small spark could cause the gas to ignite. Instead, get a safe distance away and report the leak at 1-800-75-CONED (1-800-752-6633). If you are a National Grid gas customer, call 1-718-643-4050. For more gas safety information, visit **conEd.com/gassafety**.

## Save Energy, Save Money

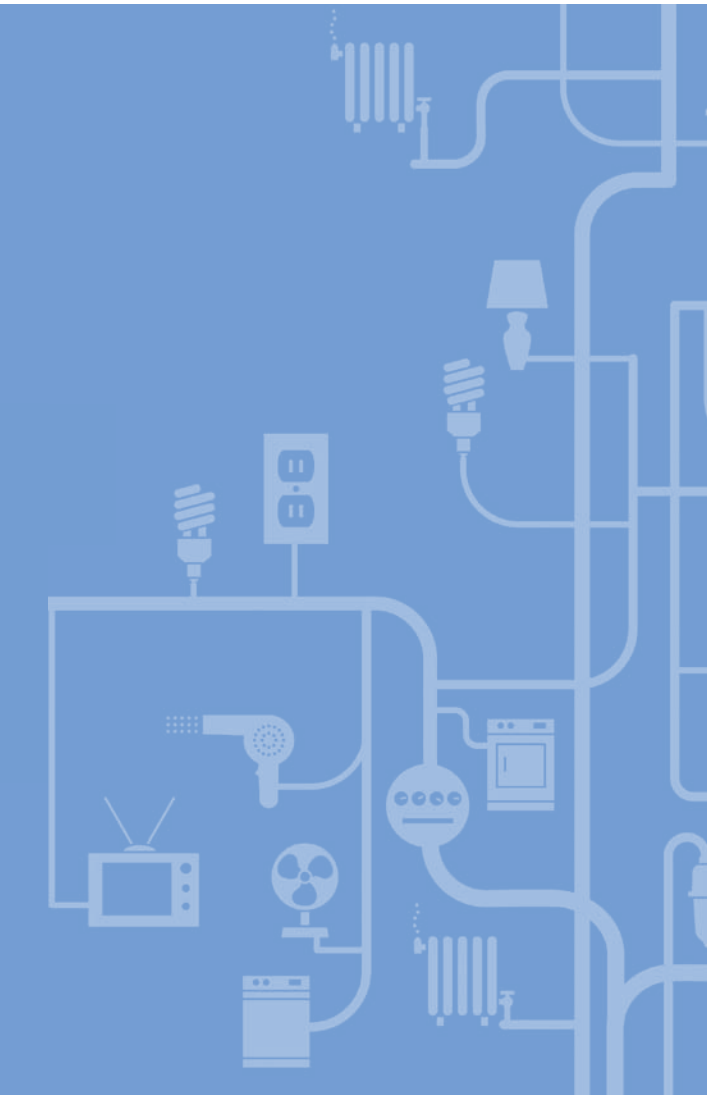
To learn how saving energy is easier than you may think — and can cut your energy bill more than you may realize, visit our Power of Green Web site, **conEd.com/thepowerofgreen**. Here are a few of the 100+ energy-saving ideas you'll find:

- Shut off any lights that you aren't using.
- Use compact fluorescent light bulbs. They can use 75% less energy than regular bulbs and last up to 10 times longer.
- Clean air conditioner filters every year. A well-maintained unit uses less electricity.

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- Replace light switches with dimmers or motion sensors. Dimming your lights just 25 percent reduces energy use by about 20 percent.
  - Have your heating system cleaned and inspected by a qualified contractor every year.
  - Seal drafty windows, doors, and holes around plumbing fixtures to keep the cold out in the winter and heat out in the summer.
  - An Energy Star-qualified appliance can cost more, but will use 10 to 50 percent less energy and water than standard models.
  - Unplug TVs, cable boxes and modems, computers, and monitors when not in use. Plug home-entertainment and computer equipment into power strips, so it's one easy switch to turn them on and off.
  - Run your washing machine and dishwasher only when full.
  - Unplug your cell phone, MP3 player, and PDA chargers when not in use. They use electricity even when they aren't charging.

### **We're on Facebook!**

Sign on to Facebook and “go green!” Our Power of Green Facebook page features green-living and energy-saving tips as well as information on upcoming green events and programs that will help you reduce energy bills. To become a fan, go to Facebook and search for Power of Green.



30% post-consumer waste

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